The Four Agreements of Incident Response

Matty Stratton
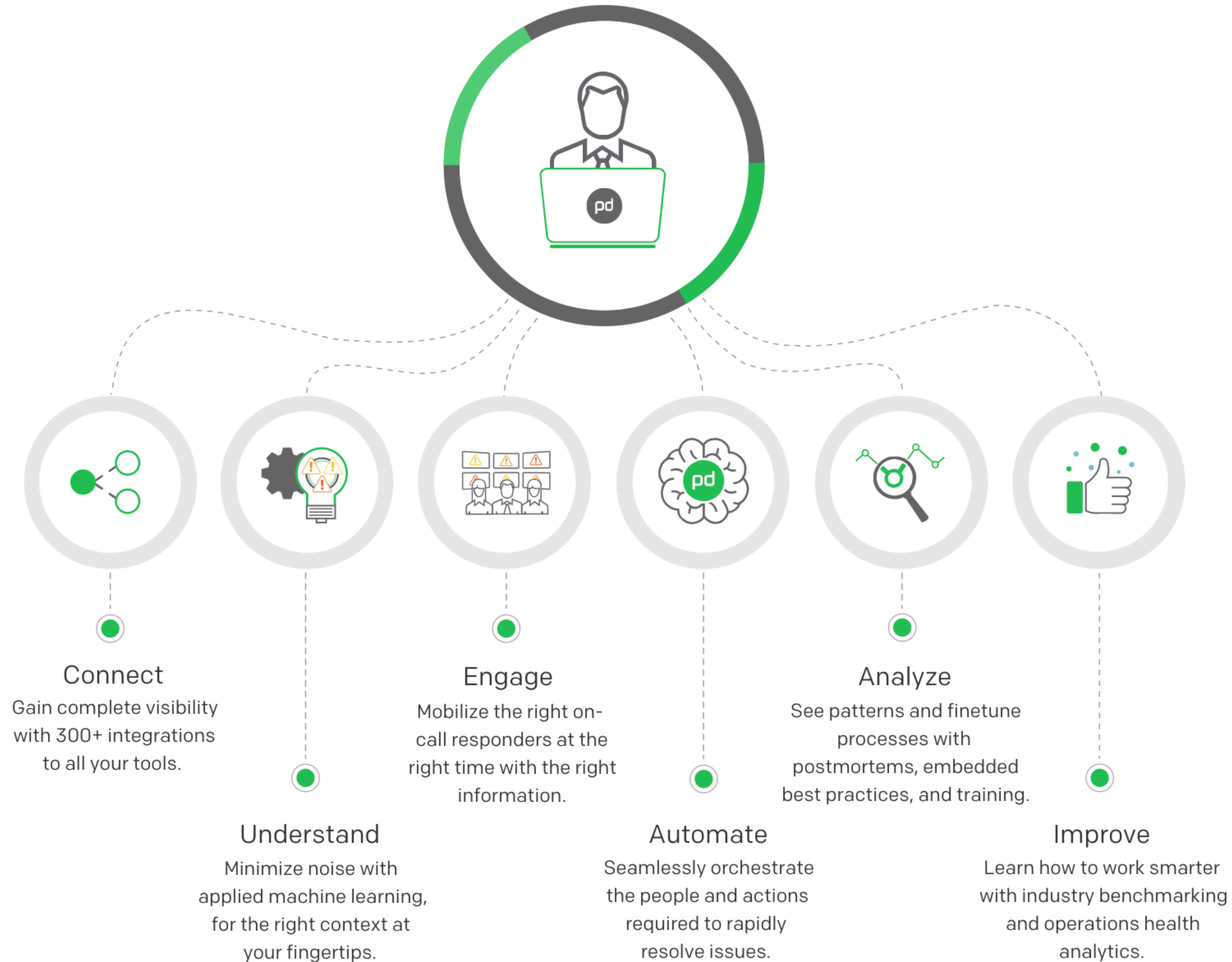
DevOps Advocate & Thought Validator, PagerDuty

@mattstratton

How PagerDuty Works

Connect
Gain complete visibility with 300+ integrations to all your tools.

Understand
Minimize noise with applied machine learning, for the right context at your fingertips.

Engage
Mobilize the right on-call responders at the right time with the right information.

Automate
Seamlessly orchestrate the people and actions required to rapidly resolve issues.

Analyze
See patterns and finetune processes with postmortems, embedded best practices, and training.

Improve
Learn how to work smarter with industry benchmarking and operations health analytics.

🔥 📟 555-3215

gifbin.com

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An unplanned disruption or degradation of service that is **actively affecting customers'** ability to use the product.

50,000 responders receiving a total of 760 million notifications

‣ 60 million notifications during dinner hours

‣ 82 million notifications during evening hours

‣ 250 million notifications during sleeping hours

‣ 122 million notifications on weekends

‣ A total of 750,000 nights with sleep-interrupting notifications

‣ A total of 330,000 weekend days with interrupt notifications

The most meaningful metrics on attrition

▸ Number of days where a responder's work and life are interrupted

▸ Number of days when a responder is woken overnight

▸ Number of weekend days interrupted by notifications.

Charity Majors
@mipsytipsy

Follow

Yes, yes. On call sucks and can destroy your life. I know this. Bored now.

On call is a fact of life for anyone who cares about developing high quality software for the long run. So how can we make it *not* suck?
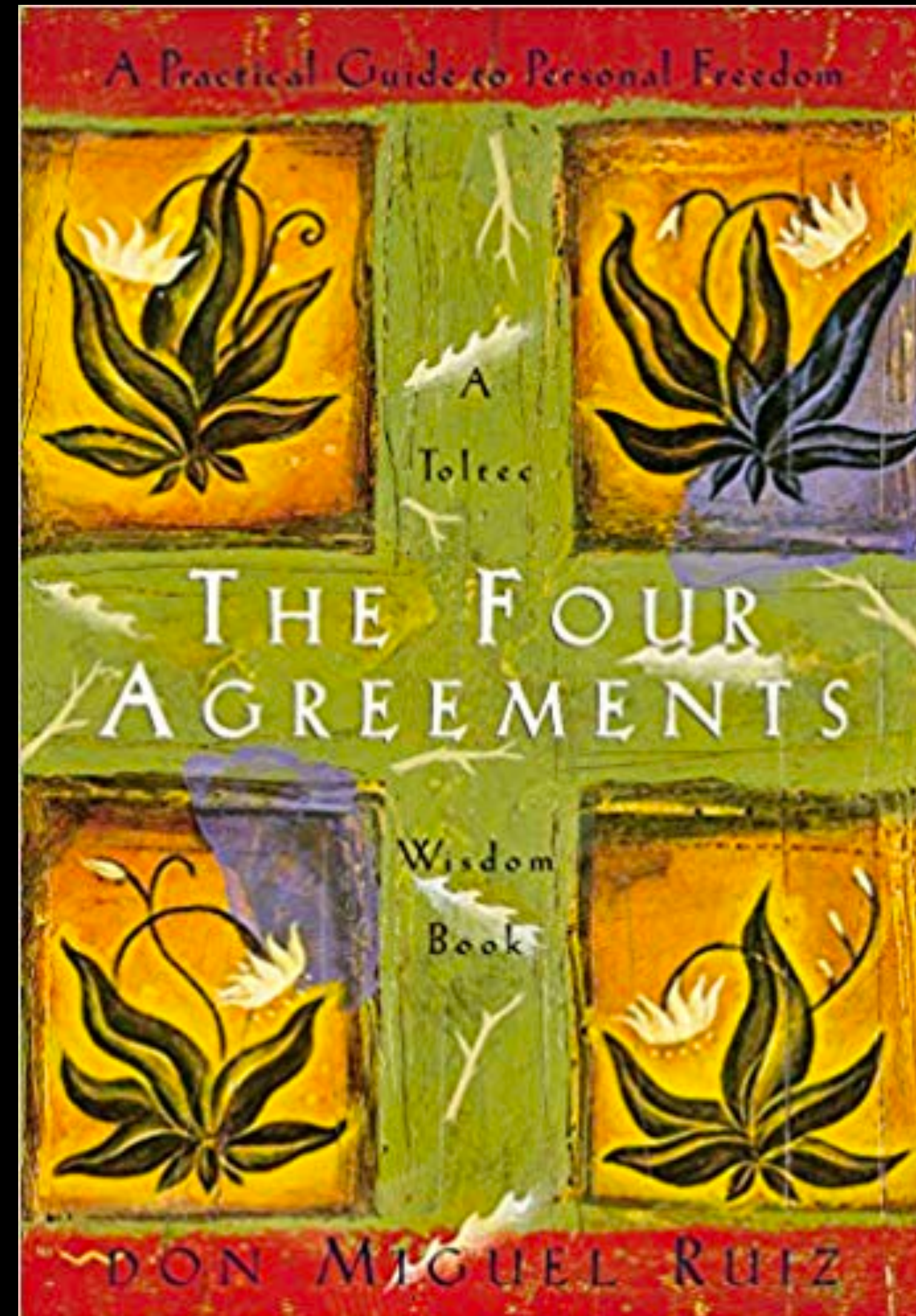
6:43 AM - 31 Jan 2018 from City of London, London

9 Retweets 25 Likes

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The Four Agreements

- Be Impeccable with Your Word

- Don't Take Anything Personally

- Don't Make Assumptions

- Always Do Your Best

A Practical Guide to Personal Freedom

A Toltec

THE FOUR AGREEMENTS

Wisdom Book

DON MIGUEL RUIZ

Be Impeccable With Your Word

Rich Adams 11:12

!ic page

Officer URL APP 11:12

🚨 Paging Incident Commanders(s)

✅ Arup Chakrabarti has been paged.

✅ Paul Rechsteiner has been paged.

✅ Renee Lung has been paged.

ⓘ *Use* !ic responders *to see who the team responders are.*

pd Incident triggered: https://example.pagerduty.com/incident/PD5I34R
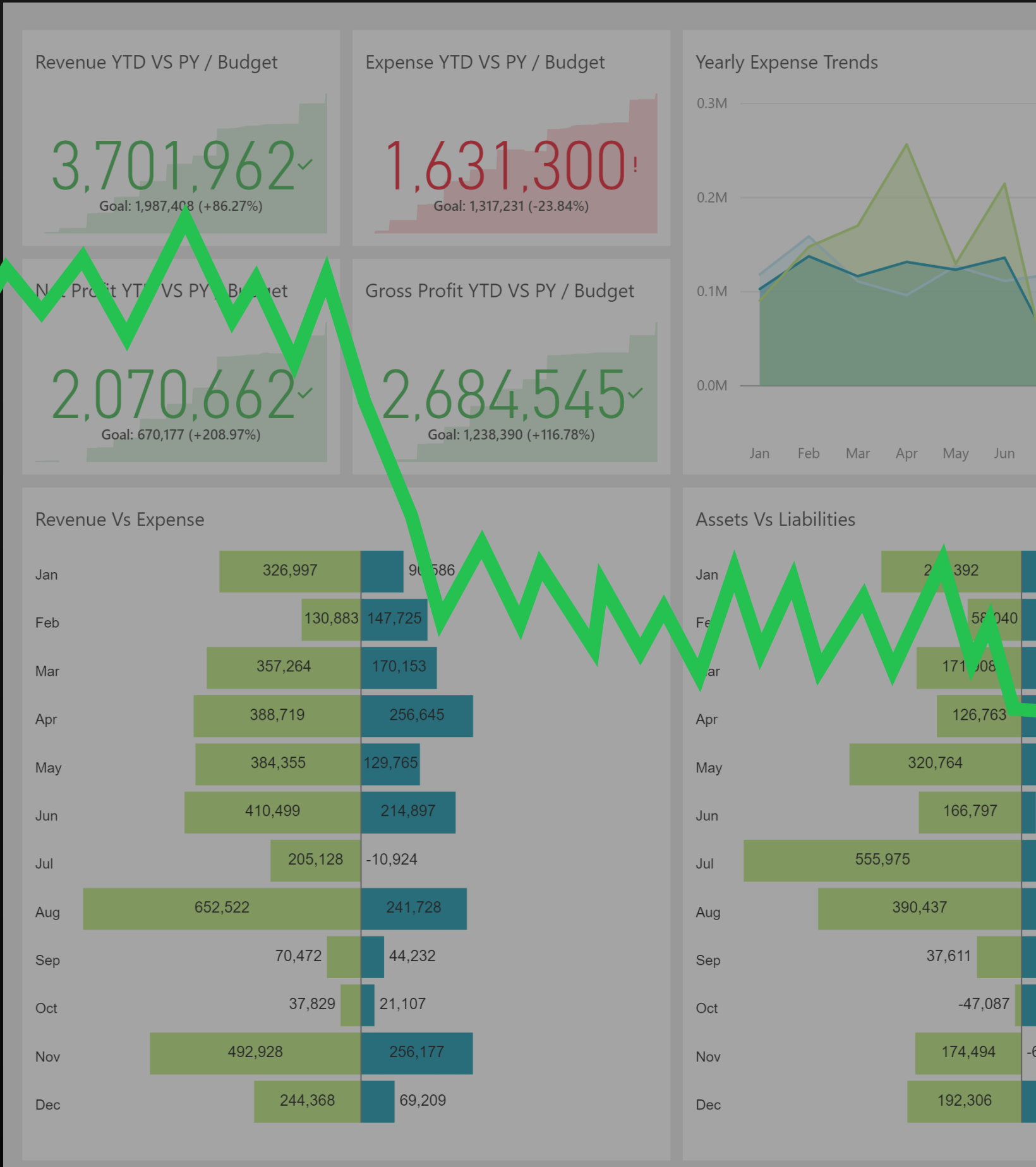
+ !ic page

@mattstratton
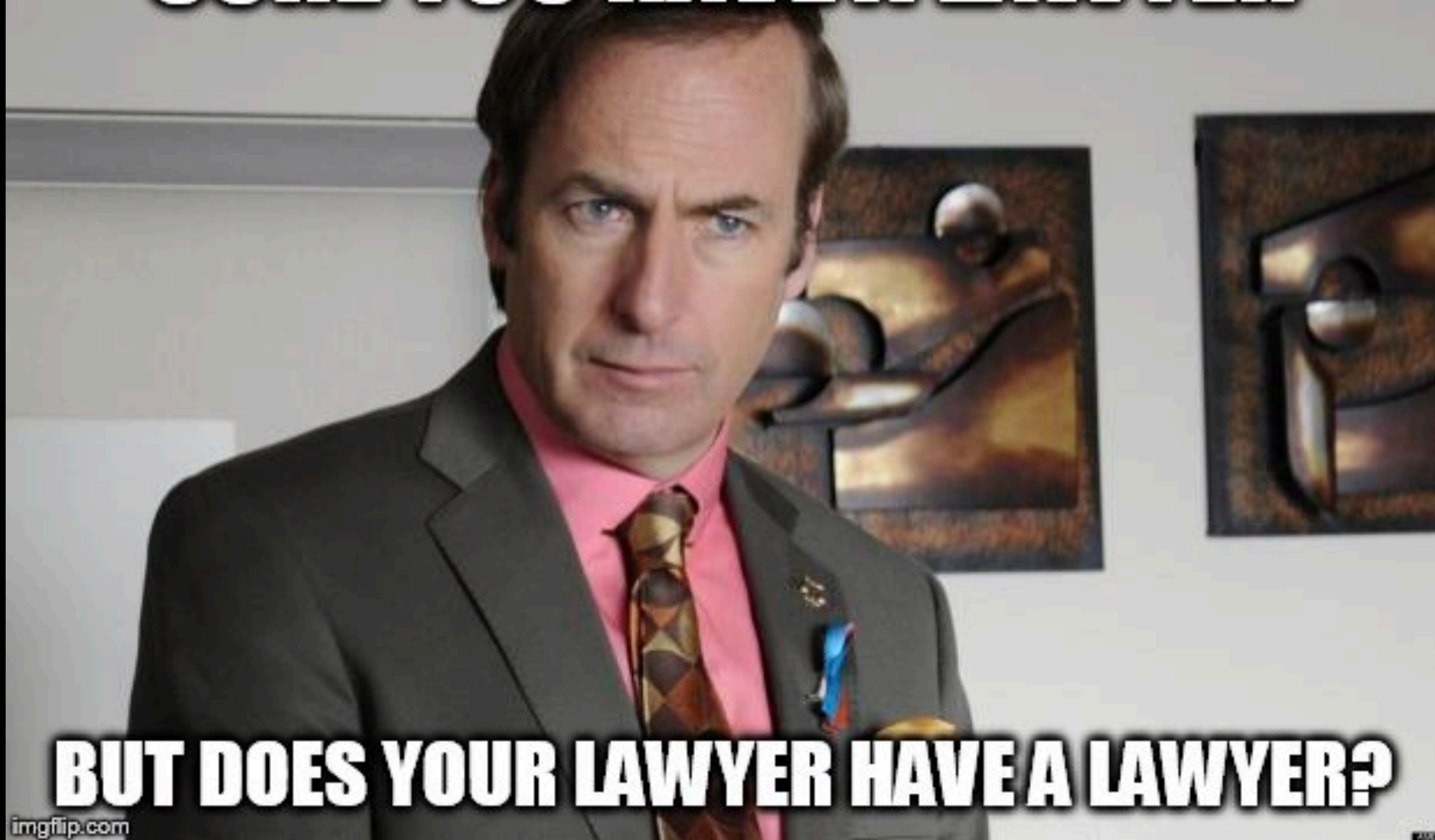
Be Impeccable With Your Word

- Anyone can trigger incident response

- Don't litigate severity

- Notify stakeholders

Don't Take Anything Personally

NORMAL

EMERGENCY

Revenue YTD VS PY / Budget

3,701,962 ⌄
Goal: 1,987,408 (+86.27%)

Expense YTD VS PY / Budget

1,631,300 ⚠
Goal: 1,317,231 (-23.84%)

Yearly Expense Trends

0.3M

0.2M

0.1M

0.0M
Jan Feb Mar Apr May Jun

Net Profit YTD VS PY / Budget

2,070,662 ⌄
Goal: 670,177 (+208.97%)

Gross Profit YTD VS PY / Budget

2,684,545 ⌄
Goal: 1,238,390 (+116.78%)

Revenue Vs Expense

Jan	326,997	90,586
Feb	130,883	147,725
Mar	357,264	170,153
Apr	388,719	256,645
May	384,355	129,765
Jun	410,499	214,897
Jul	205,128	-10,924
Aug	652,522	241,728
Sep	70,472	44,232
Oct	37,829	21,107
Nov	492,928	256,177
Dec	244,368	69,209

Assets Vs Liabilities

Jan	2?,392	
Feb		5?,040
Mar	171,?06	
Apr	126,763	
May	320,764	
Jun	166,797	
Jul	555,975	
Aug	390,437	
Sep	37,611	
Oct	-47,087	
Nov	174,494	-6?
Dec	192,306	

...ws has been shut down to prevent damage

...this Stop error screen,
...appaears again, follow

...r software is properly installed.
...r hardware or software manufacturer
...d.

...ve any newly installed harware
...ons such as caching or shadowing.
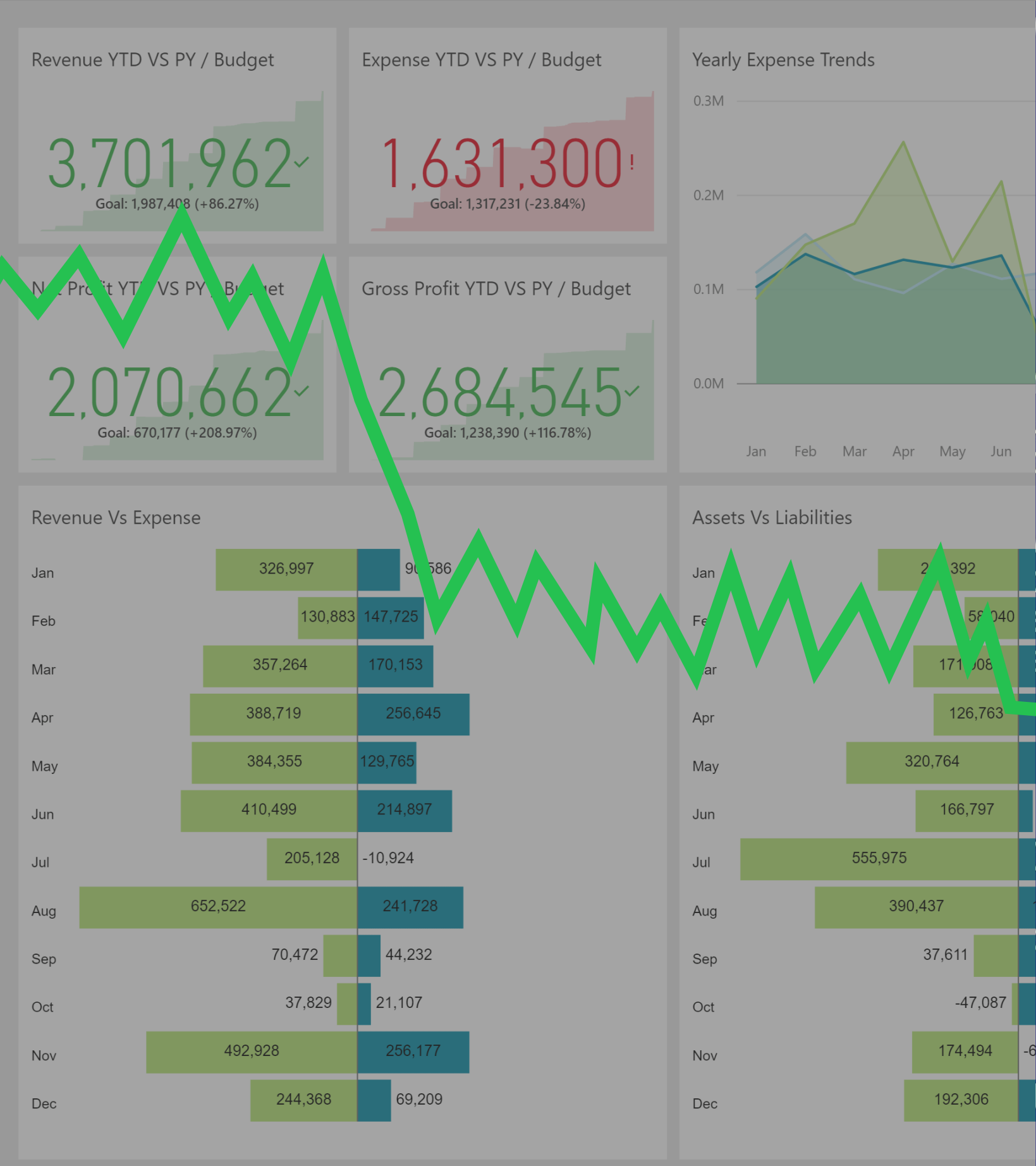...e or disable components, restart
...anced Startup Options, and then

...000001,0x4FQ1CCC7,0x0000000)

...ase at 4S4M5000, Datestamp 4d5dd88c

...technical support for further

OK

NOT OK

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🇺🇸 National Incident Management System **(NIMS)**

🇳🇿 Coordinated Incident Management System **(CIMS)**

🇦🇺 Australasian Inter-Service Incident Management System **(AIIMS)**

🇬🇧 Gold-Silver-Bronze Command Structure **(GSB)**

🇨🇦 Incident Command System **(ICS)**

🌍 ... and many other similar systems used in around the world.

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Don't Take Anything Personally

- Switch in mindset

- Incident Commander is the highest authority

- Incident Commander is not a resolver

- Executive Swoop

"Of course, we have to begin with certain assumptions. Let's assume I'm right and you're wrong."

Don't Make Assumptions

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This background is blue.

pagerduty

ASSIGN ME YOUR TASKS

IF YOU WANT TO LIVE

makeameme.org

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Rachael, I'd like you to investigate the increased latency, try to find the cause. I'll come back to you in 5 minutes.
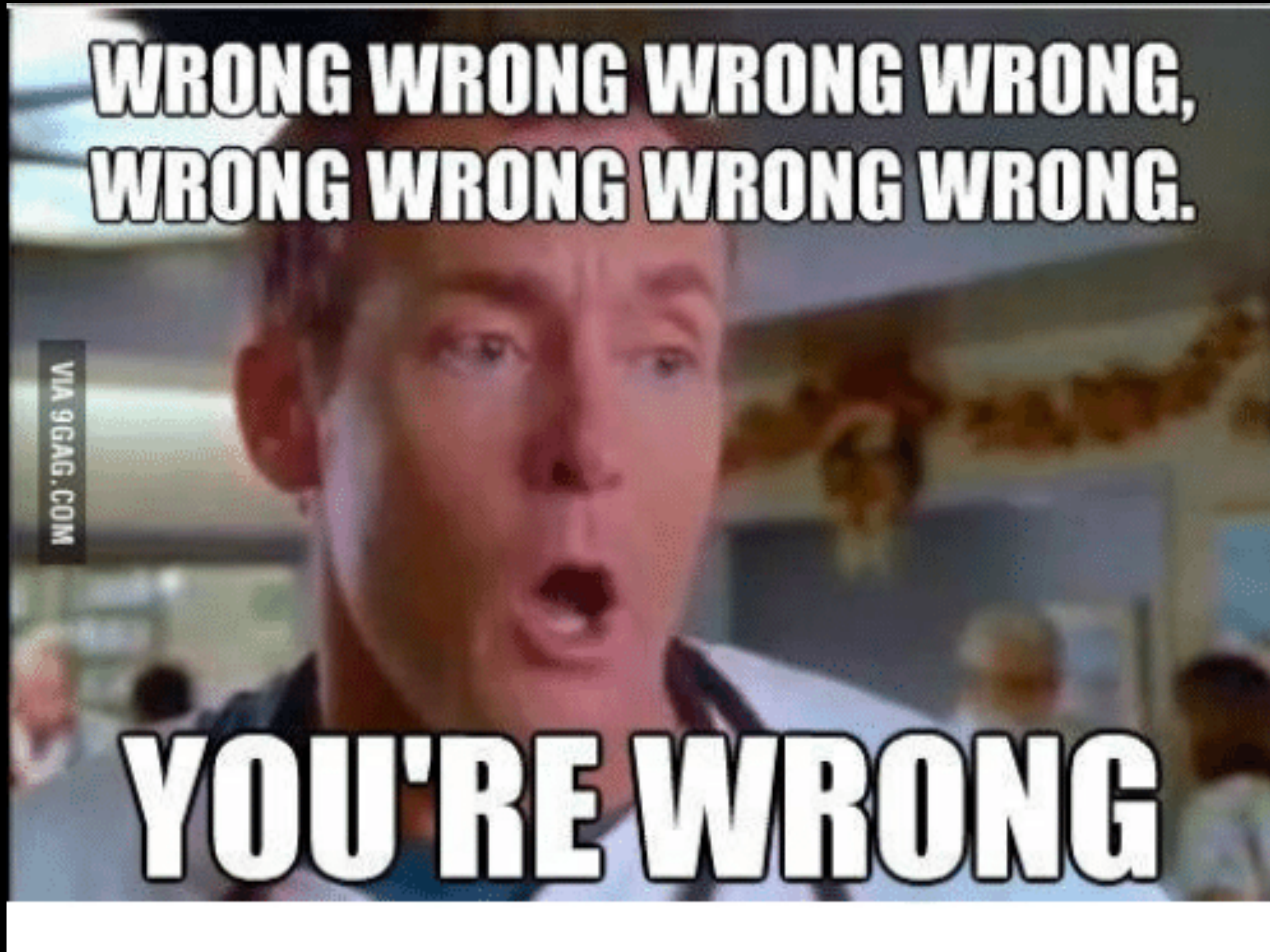
Understood.

Don't Make Assumptions

- Consensus is hard

- Clear is better than concise

- Assign tasks to a specific person

- Time-box all tasks

You're the Best Around

Always Do Your Best

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WRONG WRONG WRONG WRONG, WRONG WRONG WRONG WRONG. YOU'RE WRONG

VIA 9GAG.COM

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WEEEEE

WE ARE RALLY CARS

@mattstratton

POST MORTEM MEETINGS

makeameme.org

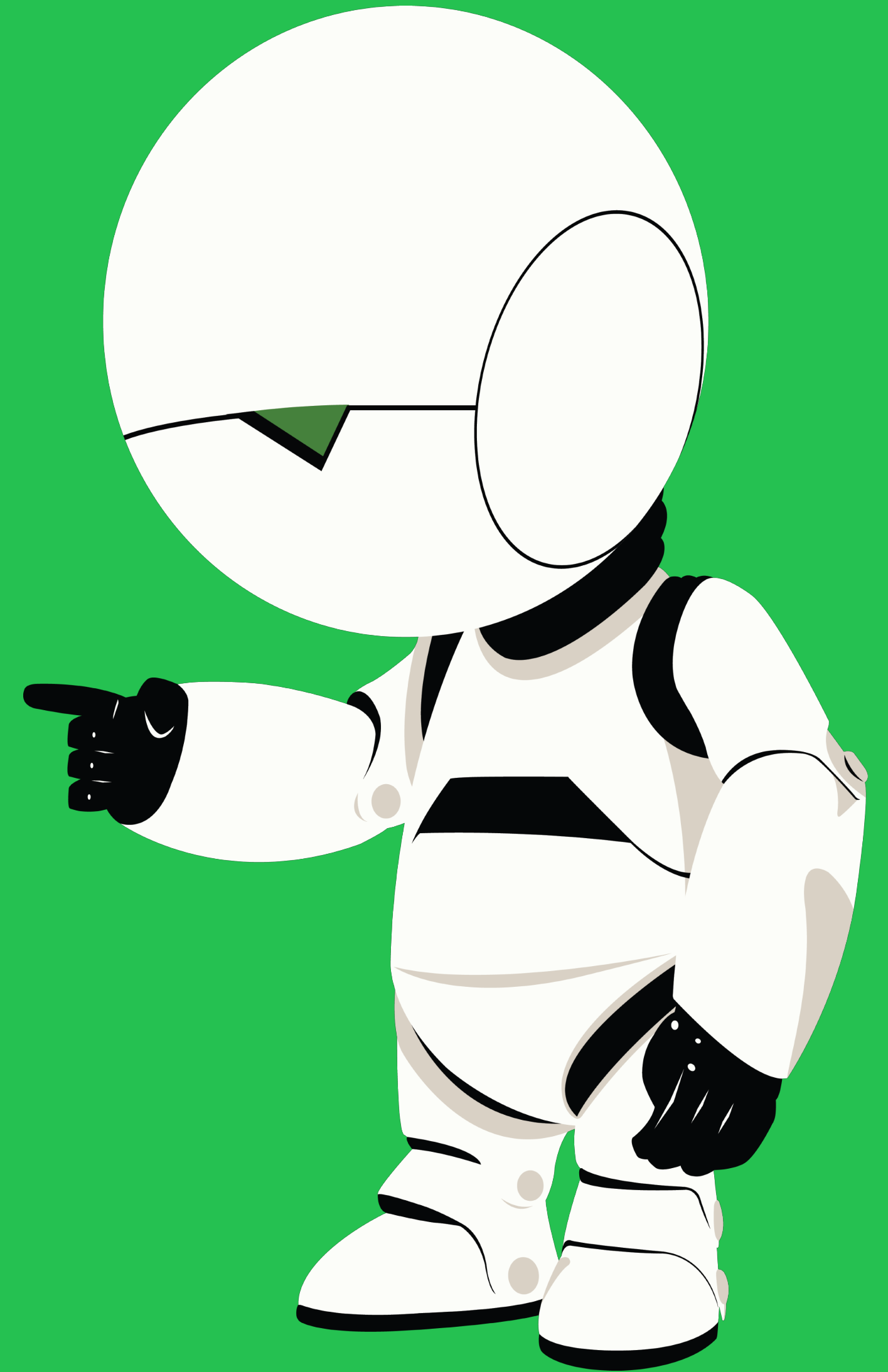@mattstratton

DON'T PANIC

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Always Do Your Best

- Better to make the wrong decision than no decision

- Rally fast, disband faster

- Handovers are encouraged

- Useful post-mortems

- Review your process

- Don't Panic

IT'S A QUESTION PARTY!

MY FAVORITE!

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SHARE YOUR ON-CALL STORIES WITH ME LATER

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